# State of Arizona

Department of Public Safety

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APRIL 2005 THROUGH MARCH 2006



Roger Vanderpool Director

### A letter from Director Roger Vanderpool to DPS' supporters

#### **Dear supporters of DPS:**

A little more than one year has passed since I was appointed as the Director of the Arizona Department of Public Safety.

Looking back on my first full year of leading this exceptional law enforcement agency, I must say I am very proud of the accomplishments made by DPS employees during some very challenging times.

I have compiled highlights of these achievements and featured them in this publication so we can celebrate our employees' commitment to our public safety mission over the past 12 months and have an official record of their admirable work.

As you review this booklet and read about some of the advances made at DPS beginning in April of 2005 and continuing through March of 2006, keep in mind that a "renewed vision" has begun to take hold at the agency. This "renewed vision", which has contributed greatly to our recent successes, started when myself and members of my Executive Staff implemented a plan to fully empower the men and women of DPS to advance the agency into the future.

The first step of this process involved the leaders at DPS working together to quickly shatter the perceived "glass ceiling" at the agency while actively engaging front-line employees and employee groups in major decision-making processes.

In addition, myself and members of my Executive Staff made a steadfast, unbending commitment to work together as a cohesive, fully cooperative team for the betterment of the Department. A significant commitment to DPS' future was also made through the implementation of rigorous processes at the agency that are designed to produce and identify the most talented and ethical future agency leaders among current employees.

Also, to minimize the loss of institutional and job-specific knowledge at DPS when command-level personnel retire, we are requiring our newly promoted command-level personnel to "shadow" the individuals they will be replacing before retirement departures actually occur.

This "renewed vision" at DPS has also involved our agency reaching out to the community through activities such as "citizen's academies" and strengthening the working relationships we have with our criminal justice partners throughout the state. We have also championed the unifying "one DPS flag" concept by emphasizing that the four divisions at DPS are all part of the same family.

Finally, we have also started to aggressively market the dynamic, exciting story of DPS through our newly created Community Outreach and Education (CORE) Unit.

Upon reviewing this publication, you will see how this "renewed vision" at DPS has manifested itself in many of this agency's actions over the past 12 months. I am looking forward to watching this vision manifest itself in additional ways over the rest of my term as DPS Director.

While we continue to strive for excellence in the future, we will continue to appreciate the confidence and support provided to us by the Governor's office and the Arizona State Legislature. Grateful for this support and all other support given to DPS, it is with great pleasure that I present for your review this publication summarizing some of the highlights at DPS over the past 12 months.

Sincerely,

Roger Vanderpool

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**Director** 

# Highway Patrol Division



The Arizona Department of Public Safety's *Highway Patrol Division* made several significant accomplishments between April of 2005 and March of 2006. Some of these exciting advances are detailed below and on the pages that follow.

#### DPS expands its Freeway Service Patrol Unit

The Freeway Service Patrol Unit was established in 2000 as a cooperative effort between the Department of Public Safety (DPS) and the Maricopa Association of Governments (MAG). The program was designed as an eight man unit that patrol the Phoenix Metropolitan Freeway System to assist disabled

motorist, removing abandoned vehicles, removing road debris and assisting at collision scenes during peak traffic times. After the initial implementation budget, the program's funding was set at \$250,000 from 2002 through 2006 to cover salaries, overtime, vehicle fuel and maintenance and vehicle replacements. Due to the funding shortfall, the unit has had to carry two vacancies and receive funding assistance from the Highway patrol Division. Through a cooperative effort with DPS, MAG and the Arizona Department of Transportation we were able to secure additional funding for the vacant positions and to increase the



units staffing by an additional position every other year through 2020. By 2020 the unit will have expanded from eight people to fifteen. The budget will have expanded from \$250,000 to \$1,228,993.

#### Administrative vehicles receive police markings

The Highway Patrol Division marked many of the previously unmarked vehicles to include most of the Division staff, six metro lieutenants and the two Metro Bureau administrative sergeants. This allows those personnel to take a more active role in enforcement and response to incidents while in travel status. It also increases our visibility in the Phoenix metropolitan area.

#### DPS replaces another old helicopter with newer, safer model

During fiscal year 2005, the Department took delivery of a new Bell Ranger 407 helicopter with "state of the art" avionics. This new Bell Ranger helicopter represents the fourth Bell Ranger 407 helicopter in our fleet of five helicopters. Currently in both the OSPB and JLBC budgets there is funding for a new Bell Ranger 407 helicopter. If funded, this would replace a 1984 Bell Long Ranger 3 helicopter with over 11,000 hours on it. This would complete the Department's conversion to all Bell Ranger 407 helicopters.





#### Dramatic improvements made to DPS facilities throughout state

#### Expansion and upgrade of the Sierra Vista District Office

The Sierra Vista Office was built in 1982 encompassing 3,700 square feet. Since then there had not been any significant improvements to the office. During calendar year 2005, funding was obtained and an expansion and updates to the building were completed. The expansion included an additional 1,500 square feet of office space and upgrades to the communications systems, security systems and land-scaping.

#### **Expansion and upgrade of Yuma District Office**

The Yuma District Office was built in 1971. There have not been any significant improvements to the building since that time. We were able to secure funding and begin the process of expanding the building by approximately a 4,000 square foot addition and upgrading the old building. When completed, the building will provide office space for Highway Patrol and Criminal Investigations personnel.



#### Replaced the Williams Area Office

The Williams Area Office was an old 1967 trailer that had

become very deteriorated and in need of either replacement or a significant amount of expensive work. We were able to obtain a newer office trailer from the Federal Aviation Administration at the Grand Canyon Airport. The only cost to the Department was the trailer's relocation and any modifications we wished to make. The office trailer was moved to Williams along with having some minor modifications to replace the old office trailer. Even though this office trailer was not new, it was a significant improvement to the current one.

#### Replaced three old remote duty houses in Seligman with three new modular homes

Three old single-wide trailers in Seligman, a 1969, a 1972 and a 1979, were replaced with three new double-wide modular homes. The old trailers were approximately 800 square feet livable. The new 2005 modular homes are approximately 1500 square feet livable. Seligman now has all newer remote duty housing

#### Commercial Vehicle Enforcement Bureau grows to meet needs

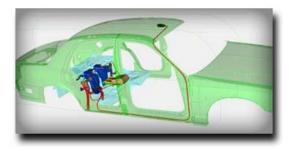
In May of 2005 the Commercial Vehicle Enforcement Bureau (CVEB) submitted and received a grant which funded 12 positions which were filled by a Sergeant and 6 officers from DPS and 5 officers from other local agencies in the Pinal County and Southern corridor areas. This is the first corroborative multi agency effort to improve commercial vehicle safety under the supervision of CVEB.





#### DPS receives the first fire suppression patrol car in the U.S.

In 2005 Department of Public Safety (DPS) fleet section took delivery and began issuing the first Crown Victoria's equipped with fire suppression systems in the United States. All 2006 Ford Crown Victoria's ordered will be equipped with the new fire suppression system. DPS has taken a leadership role and is committed to making this a safer vehicle for our officers.



#### DPS implements "Tan Day" concept to maximize manpower

This program is coordinated with Highway Patrol districts to maximize manpower during holiday periods. The program puts sworn officers normally assigned to administrative assignments back out on the street working traffic. The program is designed to supplement coverage on long holiday weekends when call volumes are high.

#### Uniformed officers receive special racial profiling training

As a result of the Racial Profiling Settlement Agreement from 2004, there was an item that required all Highway Patrol Division and Canine District personnel to attend an eight hour block of instruction. The approved training from both parties, the Department of Public Safety and the Plaintiffs, was developed by the National Highway Traffic Safety Administration called "Conducting Complete Traffic Stops". This was incorporated into the 2005 Continuing Officer Training and all sworn members of the Highway Patrol Division and Canine District completed that training. This training was also incorporated into the Advanced Basic Training program to ensure that all future Highway Patrol Officers receive this training.

#### More patrol cars equipped with mobile digital computers



At present we are just finishing the installation of the last few remaining vehicles in the Phoenix metropolitan area. At the current rate, we are approximately 2 months ahead of the original projected completion date of June 1, 2006. The remaining vehicles in District 6, (18 total) will also be installed over the next two months. Installation in the Tucson area was completed in February and the final training is being completed this week. Research in to other areas having sufficient coverage has prompted our next expansion of the MDCs into the District 11, Globe area. The District 11, Beeline squad was included in the original metropolitan assignments. The program will be

expanding to Yavapai County during the next year. The infrastructure is being installed on the towers through an intergovernmental agreement with Yavapai County agencies who will share that system. Once this is complete DPS will be able to equip our units throughout District 12.



#### DPS modernizes its off-duty work scheduling system

The Highway Patrol Division implemented the use of the Secondary Employment Scheduling System (SESS) to schedule secondary employment. This system can be accessed statewide through an online web based application. Secondary employment assignments are posted through the system and officers can go on-line to sign up for these assignments.

#### Antiquated patrol motorcycles replaced with high-tech BMW's



By summer of 2006 all current motorcycle officers in Phoenix and Prescott will be fully trained and riding the new BMW motorcycles. Discussion is taking place on the anticipated establishment of a motorcycle program in the Tucson area. The Kawasaki motorcycle has been in service since 1977. The change over to the BMW will provide officers with the latest in technology and safety upgrades.

#### DPS helps hundreds left homeless after Hurricane Katrina

From September 3, 2005, through September 22, 2005, DPS participated in Operation Good Neighbor. The focus of this operation was utilization of the State Fair Grounds and the Veterans Memorial Coliseum as a shelter to evacuees from hurricane Katrina. The operation utilized approximately 100 DPS personnel and fifty other agency personnel under the command of DPS.

During Operation Good Neighbor the peak population at the coliseum was approximately 567 evacuees. In total, over two thousand evacuees received assistance from the Red Cross and other humanitarian organizations. DPS officers assigned to the coliseum were involved in a variety of law enforcement tasks, including screening all evacuees with a metal detector and searching their bags as they arrived. DPS Commander Bob Halliday, who supervised all police activity in

the coliseum, said 99 percent of the hurricane evacuees were very appreciative of the 24/7 law enforcement presence at the facility. "The evacuees said they wanted to feel safe again and the police presence in the coliseum really helped in that regard," Halliday said.

#### Ballistic vests containing zylon are identified and replaced

In June of 2005 the Arizona Attorney General's Office announced that Second Chance and other ballistic vest manufactures stated that all ballistic vests containing zylon would no longer be guaranteed to be effective. Utilizing funding set aside for Officer Safety products by the last legislative session the Highway Patrol Division with assistance of the Agency Support Division has identified 520 ballistic vests that contained zylon or were eligible for replacement due to age.



# Criminal Investigations Division

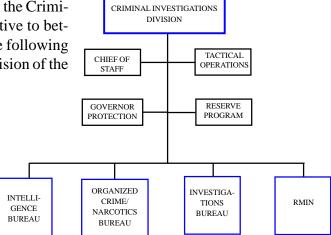


The Arizona Department of Public Safety's *Criminal Investigations Division* made several significant accomplishments between April of 2005 and March of 2006. Some of these exciting advances are detailed below and on the pages that follow.

#### Major reorganization undertaken to improve services

A major re-organization was accomplished within the Criminal Investigations Division, with a primary objective to better serve our internal and external customers. The following bureaus comprise the Criminal Investigations Division of the Department of Public Safety:

- o The Intelligence Bureau (ACTIC)
- o The Narcotics/Organized Crime Bureau
- o The Investigations Bureau
- o The Gang Enforcement Bureau
- o The Rocky Mountain Information Net work (RMIN)



#### DPS helps unique anti-terror center become national model



DPS is the lead agency & oversees the Arizona Counter Terrorism Information Center (ACTIC) as a "fusion" center in an all crimes approach to providing for domestic security & facilitating DPS' mandate to support statewide criminal justice intelligence. ACTIC continues to be nationally recognized as a premiere intelligence-sharing model. Additional governmental agencies assigned personnel to ACTIC, along with a new program which engages the private security industry.



#### Agency responds rapidly to combat border-related crime

DPS rapidly responded to increased demands to assume a greater role in combating border-related crime. CID and the Highway Patrol Division directed significant resources to target this important issue. In order to facilitate inter-agency and cross-border information exchange the position of *Border* 

Area Security and Enforcement Coordinator was establish at a staff level at CID.

The following department resources continue to play a vital role in this initiative:

- o HPD K9
- o HPD Southern Bureau Patrol
- o CID Vehicle Theft Task Force
- o CID Financial Crimes Task Force
- o CID Gang Enforcement Personnel



#### DPS plays role in record counterfeit money seizure

On June 28, Tucson Narcotics detectives served a search warrant in South Tucson. During the search warrant, \$10,000 of counterfeit money was seized, along with a small amount of marijuana and packaging items. The counterfeit money was the largest counterfeit seizure in the past decade for the Tucson sector of the U.S. Secret Service.

#### High-tech license plate reader project embraced by agency

Technology has been embraced to support the Department's criminal interdiction efforts, with particular attention to combating border related crime. DPS has been exploring license plate reading (LPR) camera technology for several years & finally has the opportunity to begin deployment. Although pri-



marily intended to assist with identifying stolen vehicles traveling upon state highways, LPR's will also notify DPS about other criminal activities associated with a license plate on a particular vehicle, such as fugitives and Amber Alerts. The overall goal is to deploy fix-site LPR cameras throughout Arizona. Additionally, mobile license plate reading cameras are being evaluated and have the potential to offer even greater enforcement opportunities.

#### Fraud, identify theft, and money laundering probes launched

DPS is engage in a highly sophisticated examination of international money transfers perpetrated by organized crime groups involved in narcotics & human smuggling, along with other criminal activities including fraud & identity theft. Two additional squads were assigned to conduct these types of investigations and along with our Computer Forensics Unit form the Economic Crimes District





#### DPS makes drug arrest that leads to murder confession

On May 2, 2005, Prescott Narcotics detectives from DPS arrested a suspect who was responsible for distributing two pounds of methamphetamine per week in the Prescott area. The suspect was also wanted by Yavapai County for questioning in reference to a homicide that occurred in which a subject was shot twice in the head for drug debts owed to the suspect. Prescott Narcotics detectives from DPS, with the assistance of District 12 Highway Patrol, and the Northern K-9's, took the suspect into custody with several ounces of methamphetamine as well as indicia of sales. The suspect was turned over to Yavapai County detectives and in a subsequent interview he admitted ordering the murder and supplying the murder weapon to the shooter. The suspect also gave information that led to the recovery of the murder weapon. The suspect and the actual shooter are both in Yavapai County Jail for First Degree Murder. The County Attorney has stated that they will seek the death penalty for both suspects. It is noteworthy that the suspect arrested by Northern Narcotics detectives was an informant for PANT both at the time of the homicide and when arrested by DPS for Sale of Dangerous Drugs.

#### DPS eases fears after responding to bomb scare at State Capitol

On May 16, 2005, DPS SWAT and Explosive Ordinance Detail (EOD) personnel responded to the State Capitol reference a bomb threat. A package was placed on the northeast corner of the House/Senate

lawn, along with a sign stating the package was a bomb. EOD personnel detonated the package with a water charge. EOD determined the package was not a bomb. No components inside the package could be used to produce a bomb. After the render safe procedures for the package were completed, the D.P.S. explosive K-9 units and SWAT personnel conducted a sweep of the Capitol grounds, including the Senate and House of Representatives buildings, for secondary devices with no suspicious packages located. Investigation is being conducted by CID and Capitol Police personnel.



#### DPS helps make national fugitive warrant detail a success

During the week of April 4-10, 2005, DPS detectives assigned to the Yuma Office of Criminal Investigations assisted the United States Marshal's Service (USMS) with a fugitive warrants detail. "Operation Falcon" was a multi-agency nationwide fugitive apprehension operation coordinated by the USMS. In the Yuma-area, 56 fugitives were arrested. DPS Detective Van Keuren received leads during the fugitive detail that allowed him to initiate four additional investigations involving methamphetamine sales, seizing a total of nine grams of methamphetamine and a 1994 Jeep Cherokee. Nationally, over 10,000 fugitives were captured

# Agency Support Division



The Arizona Department of Public Safety's *Agency Support Division* made several significant accomplishments between April of 2005 and March of 2006. Some of these exciting advances are detailed below and on the pages that follow.

#### Team effort at DPS helped lead to procurement of new BMW's

Fleet prepared the specifications for the statewide bid for all brands of police motorcycles. After award of the bid, Fleet met with HPD and prepared requisitions for purchase of 57 BMW motorcycles. Fleet coordinated with TCD regarding radio issues to include mounting of the radio, vascar, and antenna. Fleet also met with the vehicle graphics vendor to design and install the graphics on the motorcycles. Fleet has also met with the BMW dealer to set up maintenance schedules and servicing of the motorcycles. Fleet also worked with Lieutenant Lane to reestablish the motorcycle users committee and they now meet monthly at Fleet to discuss motorcycle issues and needs.

#### Placement of basic forms onto CD's improves agency efficiency

Thirty-one forms have been converted from FormsFlow to Adobe and distributed to employees via the quarterly CD. These electronic forms are menu driven for ease in retrieval. In addition, an employee profile is created for each user that automatically populates fields in the forms. Another 30 forms should be completed and distributed by the end of this fiscal year.



#### Surplus computers at DPS disposed of more efficiently



Traditionally, computers sent to Supply to be forwarded to State Surplus expend several hundred hours in employee time to complete the process of removing the hard drive, using software to strip the hard drive of possible sensitive material, and then complete the necessary inventory paperwork to track both the computer and hard drive. During the past year, three intermittent employees were hired for a total of 120 hours to complete this process which included drilling the hard drive rather than cleaning them with a software product. This

reduced the entire process by approximately 1100 man hours. Drilling the hard drives will remain the practice until a shredder can be purchased that is capable of destroying the hard drive which will further reduce man hours.



#### Agency's plan to reduce attrition at ALEA proves effective

Developed and implemented a 12-point plan designed to eliminate artificial and arbitrary procedural and operational issues at the Arizona Law Enforcement Academy (ALEA) to reduce attrition WITHOUT lowering standards and increasing the professionalism of the academy staff. Overall Academy attrition was reduced from a high of 32.4% in 2004 to 18.2% in 2005. This translates into more qualified police officers on the streets of the communities in Arizona. DPS Commander Dean Nyhart, who



oversees operations at ALEA, summarized his feelings on the topic by saying: "What is an acceptable attrition rate? I don't know. There are many other factors that influence attrition rates that are out of the Academy's control. I only know that 32.4% is not

acceptable nor is any rate where the staff may have arbitrarily or artificially contributed to it by improper action or inaction. Being too hard or too easy both have undesirable consequences, the challenge is to discover where, in this inexact science, the perfect balance is and exploit it."

#### Safety & Loss Section becomes premier, vital DPS entity

Since October 2005, Safety & Loss has undergone a complete reorganization of staff, processes, and procedures. All previous claims backlogs have been eliminated, improved internal and external customer service standards have been implemented, all claim submissions are in compliance with DOA processing deadlines, and procedures have been established to ensure future deadlines are met. Working with Research & Planning, written policies and guidelines have been developed to assist in improving operational effectiveness of new employees and streamline review processes through Training & Management Services Bureau. The new Safety & Loss Manager Ana Velarde has already established cooperative relationships with Risk Management which includes training, claims processing, and development of new reporting mechanisms to better meet future DPS risk management needs.

#### Deployment of Tasers helped keep officers, public much safer



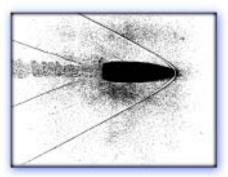
In 2005, full deployment of the Taser was completed to all officers assigned to the Highway Patrol Division. The initial purchase and deployment of Tasers began in 2004 through the use of RICO funding. The use of Taser as a less-lethal control device by the Department of Public Safety has resulted in a significant impact on reported officer injuries. A review of Worker's Compensation claims revealed there were 63 reports of injuries to DPS officers taking combative suspects into custody in 2003. In 2004, the number was reduced to 39 officers with only a partial deploy-

ment. After completing the deployment in 2005, only 16 officers reported injuries, representing a 74% overall reduction in officer injuries since Taser use began. The injuries received to DPS officers in 2005 consisted primarily of minor cuts and scrapes.



#### Ballistic vest issue tackled from every angle within agency

In September 2005, the Department of Justice published its findings of a 2-year study on Zylon, concluding that body armor containing Zylon was not safe and degraded when exposed to heat, humidity,



and sunlight. The decertification of Zylon by DOJ sent shock waves through the law enforcement community, forcing every law enforcement agency in the nation to replace defective body armor.

A DPS committee was formed by Research & Planning to conduct an inventory of all body armor used within the agency, complete a briefing to Executive Staff, and establish replacement options for future purchase. More than 730 employees were identified for body armor replacement. Working in conjunction with HPD, six vendor workshops were conducted in Tucson, Flagstaff, and Phoenix to allow employees to compare body armor options. R&P researched all

available body armor requisitions and have completed notifications to nearly 250 employees who are members of two class action lawsuits. Data is still being compiled to notify another 100 employees who may be eligible to join three other class action lawsuits. In FY 2006, body armor replacement costs are estimated at \$675,000, and R&P is working to finalize FY 2006 purchase information.

#### Important tow truck policies revised through agency teamwork

The Department's Tow Truck Rules have not been revised or updated since 1985. Starting in January 2005, a concerted effort to overcome this problem was assigned to Research & Planning. Working in conjunction with Commercial Vehicle Enforcement, revised rules were drafted and a series of meetings with the towing industry was conducted. The rules were completed in the fall of 2005 and a docket was drawn with the Secretary of State. The revised rules were published in the Arizona Administrative Register in January 2006 and public hearings were completed in February 2006. Currently, the final revision package is under review by GRRC and is scheduled for a hearing in May 2006. If approved, the new rules will take effect July 1, 2006.

#### Improved pay plan implemented for civilian employees

The Department implemented a new nine-step pay schedule and adopted a new policy (up and over) to help mitigate the effects of salary overlap in the civilian classifications. These changes in pay administration policy mark the culmination of two years of work by the Classification and Classification Work Group (CCWG) and the Civilian Pay Committee. Agency Support Division employees played key roles in this achievement; the



CCWG Chair and two of the three subcommittee chairs were ASD employees. While the committee was limited to proposals that would be cost neutral for the Department, the adopted changes will significantly benefit civilian employees as they progress through their careers.



#### Committee created at DPS to improve minority recruiting

As the citizens of Arizona become more diverse, it is increasingly important to attract minority employees who are representative of the state's population. In response, the Human Resource Bureau Recruiting Unit has formed a Minority Recruiting Committee which is comprised of minority Department members from a variety of assignments and geographical areas around the state. The committee meets on a regular basis in the Director's Office to discuss ways of removing barriers to effective minority recruiting. Ideas generated by the committee have included ways to remove a perception of a "glass ceiling" within the Department, identification of minority publications for advertisement, and enhancements to the Department's recruiting advertisements.



#### Tracking of employees on leave, intermittent status made easier

ASD staff, along with Human Resources staff, compiled information on employees who were in LWOP and intermittent status in the spring of 2005. Approximately 35 employees had been on extended LWOP, 15 of which were on military orders. With the help of the divisions and Assistant AG Jodi Preudomme, we only have three of the 20 non-military LWOP status employees remaining. Those three are within the established time limitations that have been developed to ensure that this backlog does not occur again. Intermittents within each one of the divisions were identified and each division agreed to terminate those intermittents who had not worked during the previous 12 months. This process also eliminated a problem with a number of employees having DPS ID and access cards when they had not worked at DPS within the past 12 months.

#### Department's appropriated budget increases by 12.4 percent

Although not entirely attributable to the Financial Services Bureau's (FSB) efforts, the Department's Fiscal Year 2006 appropriated budget increased by 12.4%. Notable increases include:



- \$4,346,200 for sworn salary adjustments
- o \$4,507,000 for staffing increases in the Highway Patrol and Crime Labs
- o \$224,000 for the first uniform allowance increase in seven years
- o \$536,900 for the first base fuel budget increase in at least eight years
- o \$6,780,000 for replacement Highway Patrol vehicles

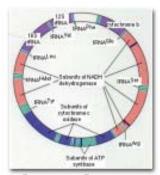
# Criminal Justice Support Division



The Arizona Department of Public Safety's *Criminal Justice Sup*port *Division* made several significant accomplishments between April of 2005 and March of 2006. Some of these exciting advances are detailed below and on the pages that follow.

#### Advanced DNA analysis technique implemented at crime lab

The AZ DPS Crime Lab was selected by the FBI as one of only four Labs nationwide to partner with the FBI and implement a regional mtDNA Laboratory for the Western United State. MtDNA is an important new technique in the DNA arsenal allowing profiling results on samples such as shed hairs which are unsuitable for traditional DNA. The Mitochondrial Lab handles cases from Arizona as well as cases from other states directed to DPS by the FBI. All costs are bore by the FBI which provides funding of approximately \$1Million per year.



#### DPS helps place new breath testing machines throughout state

The DPS Crime Lab entered into a three-year partnership to place new state-of-the-art Intoxilyzer 8000 Breath Test Instruments throughout Arizona. The State has been utilizing the older Intoxilyzer 5000 model.

The final grant allows for the purchase of 40 additional instruments and brings the total number of 8000's placed in Arizona to 235. These instruments are placed in nearly every community in Arizona, available to all DPS, Sheriff's Office and Police Department personnel. The Crime Lab has received all instruments, validated their operation placed them in the field, trained 4,358 Officers statewide and significantly improved the quality assurance of breath testing in Arizona.

#### Agency dramatically enhances its toxicology services



The Crime Lab instituted the identification of drug or metabolite levels (quantitative) analysis to meet the needs of DUI investigators, prosecutors and courts. Drug/metabolite levels allow important information to be gained relating to: drug usage at or above therapeutic levels; time of use (ingestion) of drugs; drug consumption consistent with officer-observed impairment, etc.

In addition, automation necessary to obtain quantitative levels improves case turnaround times 25% to 35%.



#### Advanced technology helps improves services of Licensing Unit

The Licensing Unit implemented an automated system which tracks SG/PI application and provides the platform required to issue a professional appearing identification card for the Private Investigator

and Security Guard licensees. New card issuance began in April 2005 continues to date. In addition, the turnaround time for processing licensing applications has been reduced, improving the service to our customer. Prior to March 2005, the application process took over 10 business days to complete. At this time, the applications are being processed in 3 to 5 business days. The Licensing Unit also implemented a website which provides information and forms for the private investigator

Prior to March of 2005, the application process took ever 10 business days to complete. At this time, the applications are being processed in just 3 to 5 business days.

and security guard industries. It is available at www.azdps.gov/license. Through the web site, applicants can download forms and find answers to frequently asked questions about licensing.

#### New website provides critical information about fingerprints

The AZAFIS web site went operational in August 2005. The site is accessible at <a href="www.AZAFIS.gov">www.AZAFIS.gov</a> or thru a link on the DPS web site page. The site was designed as a public and secure member site to provide information regarding fingerprint identification to the public and for a more efficient electronic means of communication with other law enforcement agencies.

#### Major booking facilities equipped with new live scan devices

Fourteen of the fifteen live scan devices located at the primary booking facilities in the state were replaced throughout the year. The Pima County Sheriff's Department live scan device will be replaced by the end of March 2006. The lives scan devices were originally acquired in 1995.



#### Backlogs eliminated within Records and Identification Bureau

The Criminal History Records Section eliminated a backlog of 4,565 DPS misdemeanor warrants that required entry into the statewide database. The backlog was eliminated by utilizing 393.5 overtime hours which resulted in a cost of \$11,144.00.

The Criminal History Records Section eliminated a backlog of final disposition reports that required data entry into the Arizona Computerized Criminal History System. Dispositions have been backlogged in this area since 1998. With the commitment of dedicated staff working many overtime hours, this backlog was eliminated in March 2006.



#### Stepped up effort to track sex offenders proving effective

Since Project Absconder was launched on June 29, 2005, with the efforts of the Sex Offender Compliance Team (SOCT), the Criminal Investigations (C.I) Division and the Rocky Mountain Information Network (RMIN), the following has been accomplished as of March 10, 2006:

Total (6-29-06)	957
Arrested	257
Registered	208
Located	267
Deceased	<u>43</u>
Subtotal	182
New Absconders	<u>516</u>
<b>Total Absconders</b>	698



#### Dispatchers at DPS receive advanced training

The Operational Communications Bureau is providing annual continuing education training to DPS dispatch employees. The first eight hours of training consisted of a refresher curriculum pertaining to computer-aided dispatch (CAD).

#### DPS and ADOT achieve interoperability via new CAD system



The dispatchers of ADOT and DPS can now communicate through a computer-aided dispatch system that is linked between the two agencies. This link creates a shared resource of incident information that is used to identify and respond to problems on the highways.

#### Antiquated consoles in dispatch centers are replaced

The DPS communication centers in Tucson and Flagstaff were outfitted with ten technologically advanced dispatch consoles. The PC-based dispatch consoles replaced the switch-based consoles that had become antiquated. The new consoles provide more channel capability and provide an ergonomic workstation for the dispatcher.





#### Patrol cars equipped with new computers thanks to teamwork

In the last twelve months, the Telecommunications Bureau with coordination from HPB, CIB, Fleet, and the assistance of ITB, AIU and Operations Communications successfully added 120 units to the existing MDC system. In total TCB has ordered 400 units, all of which will be active in the metro areas between Phoenix and Tucson. The success of the project has spurred interest from outside agencies to join the DPS system and assist in expanding the existing MDC coverage areas.

#### All district offices at DPS connected to main computer network



All Highway Patrol District Offices are now connected to the DPS network. The last District Office was completed in August 2005. The District Offices now have the capability of accessing all the DPS information systems directly instead of via dial up access. Access to the Internet is also provided to the district offices through this upgrade. The HP are offices are currently being upgraded to provide the same functionality as the District Offices.

#### Money secured for renovation of aging IT building

Funding has been authorized to begin the process of renovating the existing Information Technology building. Project planning is underway with an estimated completion of 45 weeks.

#### Sworn manpower increases by civilianizing certain jobs at DPS

Two sergeant and two officer positions in the Licensing and Regulatory Bureau have been replaced with civilian personnel.

#### Identity theft database made available to all police officers

The Identity Theft file is available to all Arizona law enforcement agencies, allowing entry of victim profile information on individuals who have had their identity stolen. Upon filing an identity theft report with the local law enforcement agency and signing an "Identity Theft Consent Document", the victim can have their profile data entered into the Identity Theft file. The information in this file is available to law enforcement when running a wanted person check in ACIC/NCIC on the ACJIS network. Data in this file is retained for five years.





Arizona Department of Public Safety 2102 W. Encanto Blvd., P.O. Box 6638 Phoenix, AZ 85005 - 6638 (602) 223-2000